

Clifford George Partnership

C George BVetMed MRCVS, C J Freed BVetMed MRCVS

Lady Dane

VETERINARY CENTRE

Graveney Road, Faversham, Kent ME13 8UR Tel: 01795 532180 Fax: 01795 590193
www.ladydanevets.com

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care of your animal(s) to our veterinary practice. We will endeavour to provide you and your animal(s) with the best possible care and attention at all times.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at the end of EACH consultation, OR at the time of discharge of your pet from the clinic OR upon collection of prescriptions/drugs/diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT or DEBIT CARD - Switch, Solo, Mastercard, Visa, Delta, Commerical, Maestro, Electron

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a typical course.

ALL INVOICES ISSUED AT THE CLINIC MUST BE SETTLED AT THE TIME OF TREATMENT.

SETTLEMENT TERMS

Further to suitable enquiries, credit facilities may be provided on certain accounts. All statements must be settled within 14 days. Should it be necessary for further reminders to be sent, then additional charges in the form of Administration Fees will be incurred.

After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and Administrative costs together with interest on the principal sum.

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account may ONLY be sanctioned with the express permission of the Practice Manager.

PET HEALTH INSURANCE

Our veterinary practice strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please remember that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from our veterinary practice. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager.

OWNERSHIP OF RECORDS

All case records, radiographs, ultrasound examinations and any similar documents are the property of, and will be retained by, our veterinary practice. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over a case.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the practice partners. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in anyway.